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**From:** Byrne, Eric (DPH)  
**Sent:** Thursday, April 07, 2011 10:34 AM  
**To:** Hanchett, James (DPH); Salem, Sharon (DPH)  
**Subject:** RE: Incident 708746 Transfer

I spoke with Kip and he said that he was able to set up a connection to the Boston Drug database that was a little faster. Is that working out OK? I can come back over on Monday if more needs to be done.

-----Original Message-----

From: Byrne, Eric (DPH)  
Sent: Monday, April 04, 2011 12:58 PM  
To: Hanchett, James (DPH); Salem, Sharon (DPH)  
Subject: FW: Incident 708746 Transfer

I'm still working on this. It is being more stubborn than I expected. I am going to check with Kip Dole at the lab to see if he can offer some insight as to why this is not launching.

-----Original Message-----

From: ServiceDesk v11 Notification [<mailto:NoReply@Noreply.com>]  
Sent: Monday, April 04, 2011 10:12 AM  
To: Byrne, Eric (DPH)  
Subject: Incident 708746 Transfer

Incident 708746 Transfer.  
Assigned to: Byrne, Eric D  
Customer: Hanchett, James L  
Description: ARHO - REMOTE Network access issues after upgrade.  
413-545-2607

This Incident has been reassigned to you or your group.